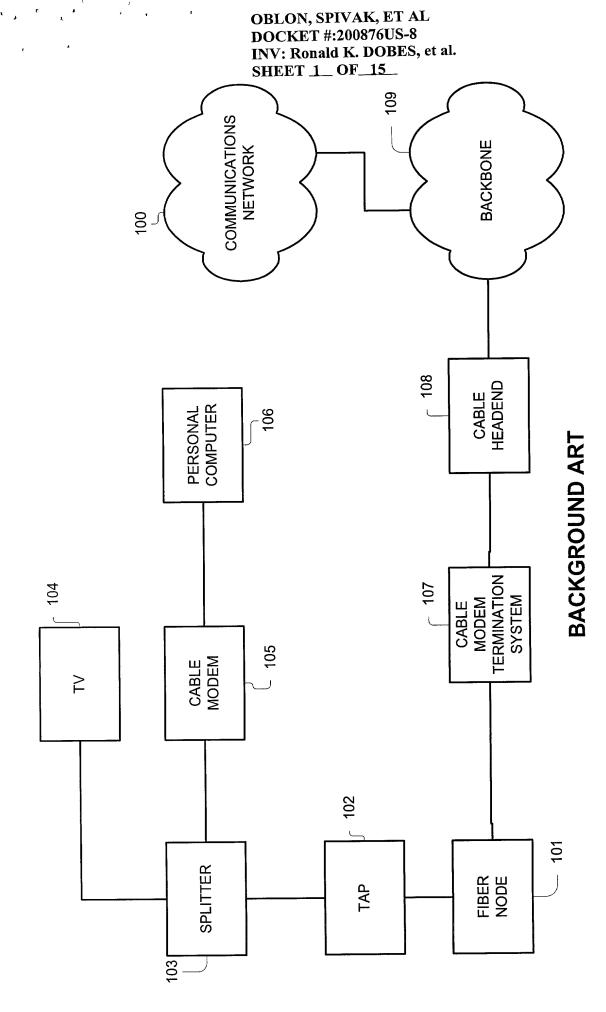
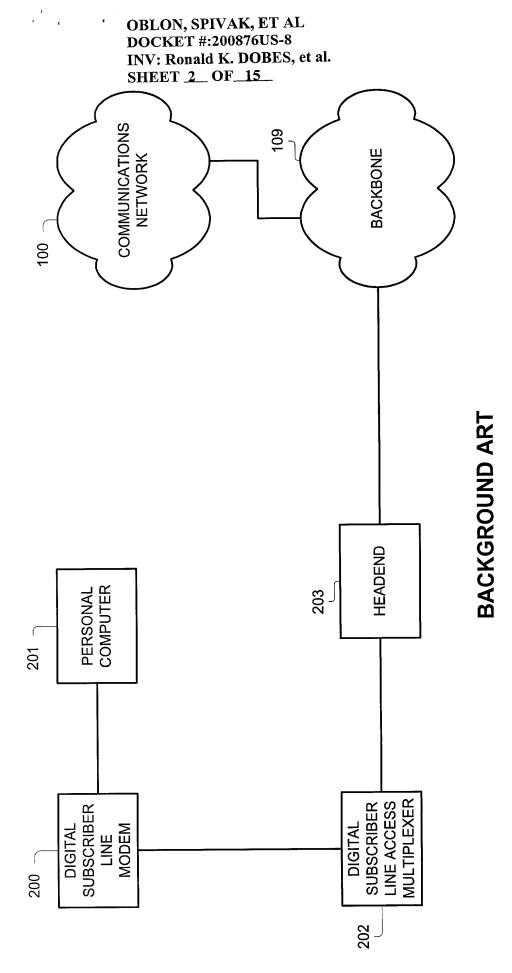
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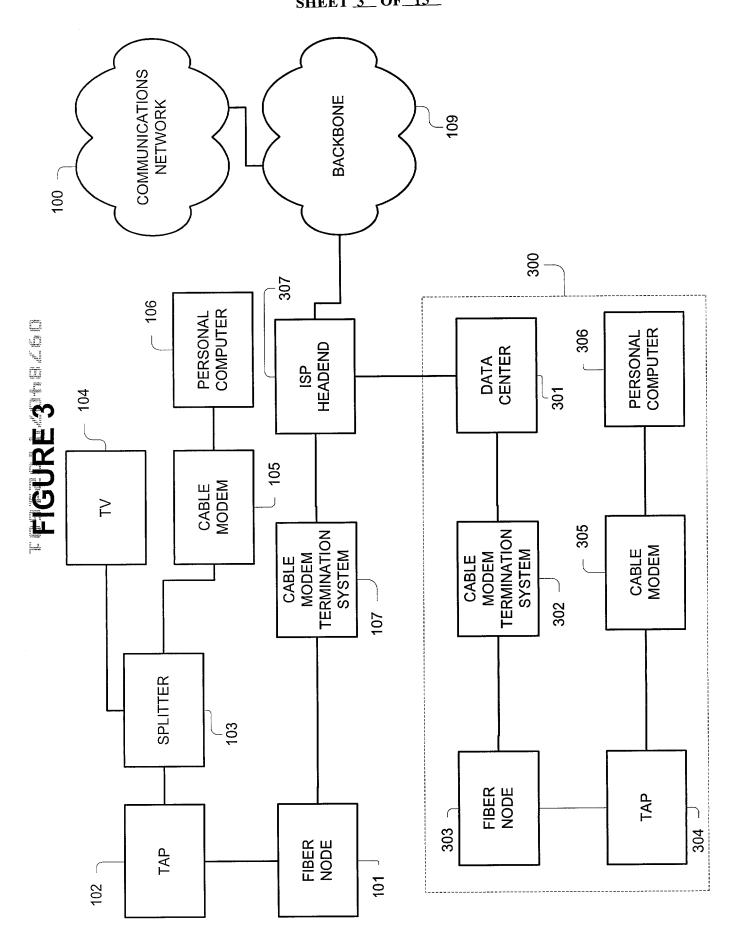
ABSTRACT OF THE DISCLOSURE

An integrated operations support system, method, and computer program product for a high-speed network dedicated to broadband data transport services. A single web portal is provided through which internal personnel manage the physical aspects of the high-speed network, and through which customers (e.g., ISPs) manage the usage and business aspects of the high-speed network. Information related to the operation of the network as well as enduser usage information is maintained in a common operations support system database. Information in the database is manipulated through a variety of applications, each of which is available through the single web portal.

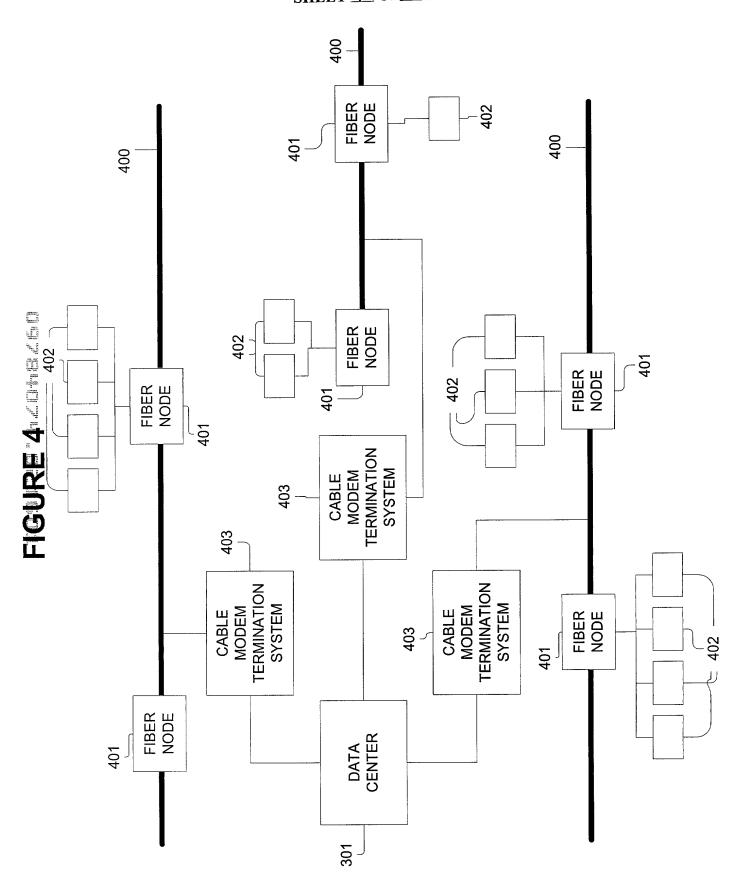




OBLON, SPIVAK, ET AL DOCKET #:200876US-8 INV: Ronald K. DOBES, et al. SHEET 3_OF_15_



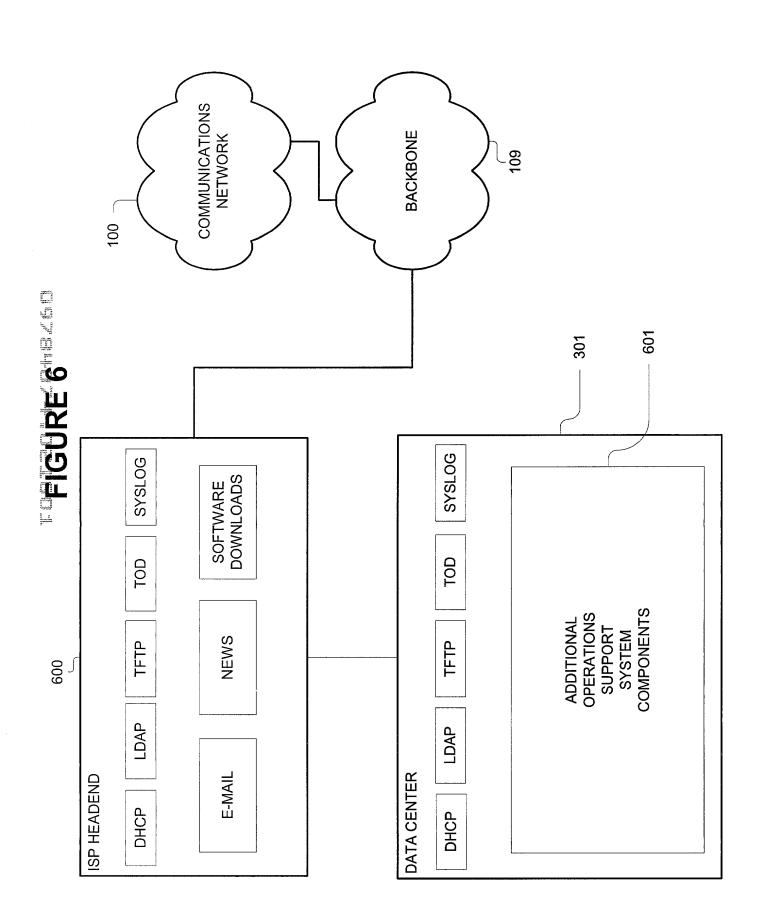
OBLON, SPIVAK, ET AL DOCKET #:200876US-8 INV: Ronald K. DOBES, et al. SHEET 4_OF_15_



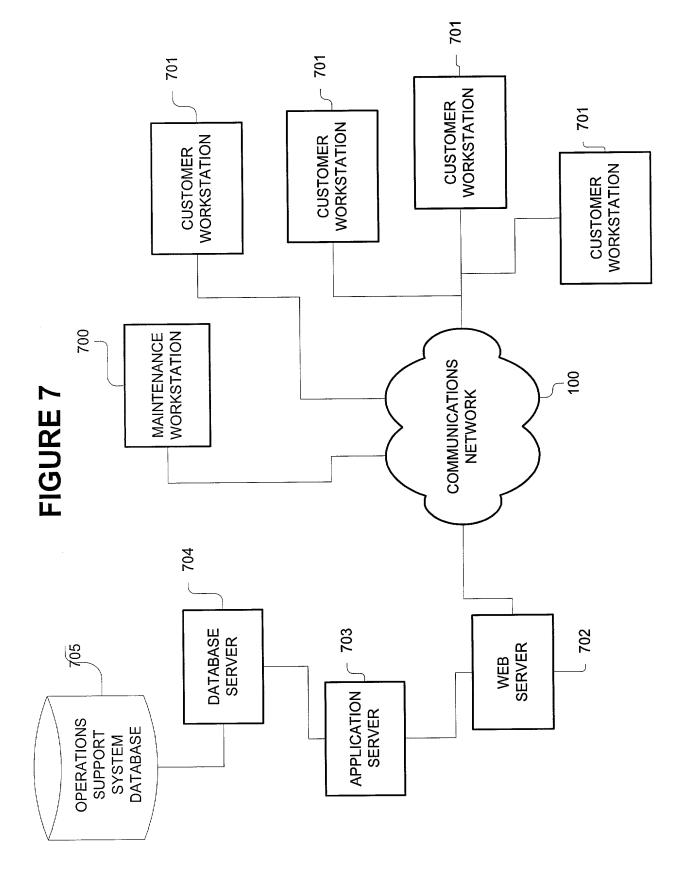
OBLON, SPIVAK, ET AL DOCKET #:200876US-8 INV: Ronald K. DOBES, et al. SHEET <u>5</u> OF_15_ COMMUNICATIONS NETWORK 100 BACKBONE 3 FAIRFAX COUNTY 507 BACKBONE 1 CONNECTICUT 503 BACKBONE 2 NEW YORK CITY 505 506 ISP 3 HEADEND 502 ISP 1 HEADEND 504 ISP 2 HEADEND 301 DATA CENTER CALIFORNIA HFC TEXAS HFC 501 501 COLORADO HFC 501

FIGURE 5

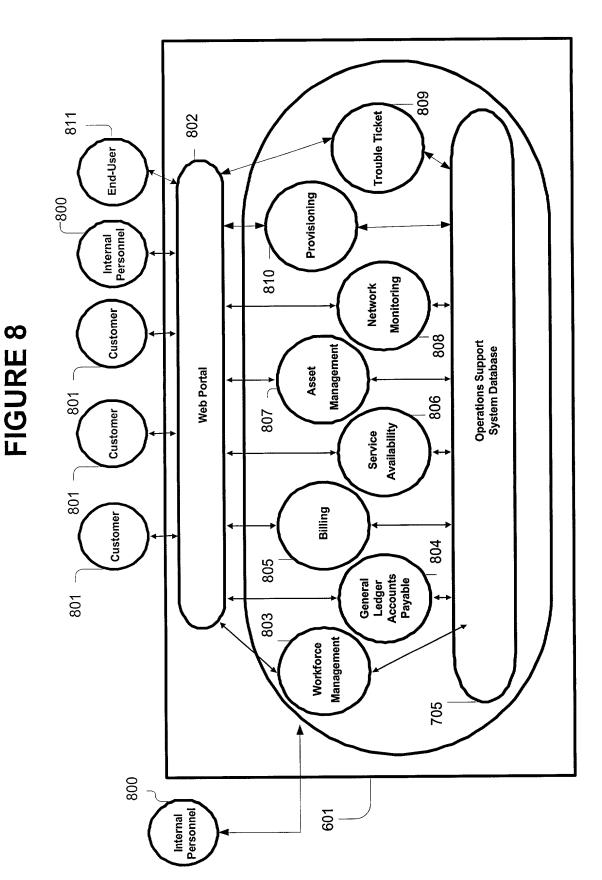
OBLON, SPIVAK, ET AL DOCKET #:200876US-8 INV: Ronald K. DOBES, et al. SHEET <u>6</u> OF <u>15</u>



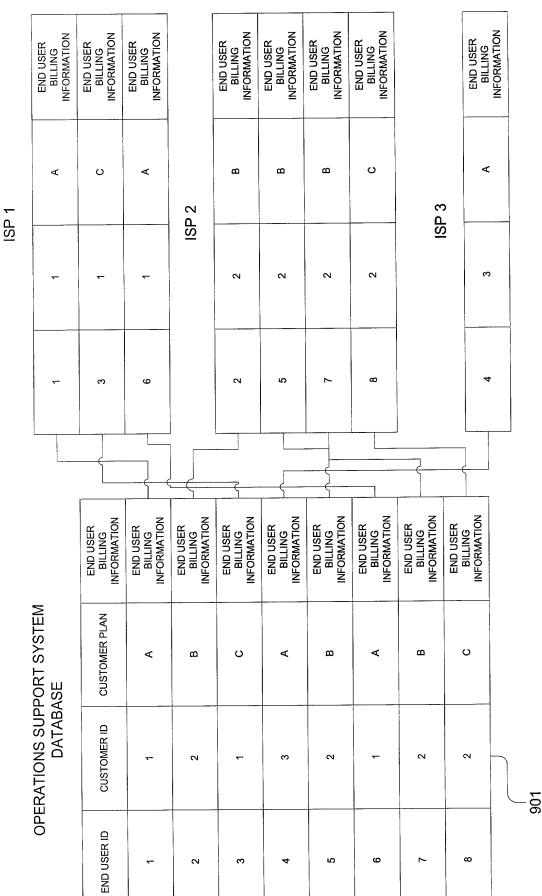
OBLON, SPIVAK, ET AL DOCKET #:200876US-8 INV: Ronald K. DOBES, et al. SHEET _7_ OF_15_



OBLON, SPIVAK, ET AL DOCKET #:200876US-8 INV: Ronald K. DOBES, et al. SHEET <u>8</u> OF_15_



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OBLON, SPIVAK, ET AL DOCKET #:200876US-8 INV: Ronald K. DOBES, et al. FIGURE 10 SHEET 10 OF 15 START RECEIVE REQUEST S1001 TO ADD **NEW END USER TO NETWORK** IS S1002 **SERVICE** NO. **AVAILABLE** YES **GET** S1004 END USER INFORMATION **DECLINE SERVICE** Control of the contro S1005 SCHEDULE **TRUCK GIVE** S1006 END USER CONFIRMATION NUMBER S1007 CONNECT **END USER**

END